Modification history

Release	Comments
Release 1	This version released with FWP Forest and Wood Products Training Package Version 6.0.

FWPCOT2XXX	Process orders and despatch products
Application	This unit of competency describes the skills and knowledge required to process orders, select, compile and wrap products and to organise their despatch. Work is completed in a forest products factory setting. The unit applies to sawmill workers, production workers and manufacturing assistants. No licensing, legislative or certification requirements apply to this unit at the time of publication.
Prerequisite Unit	Nil
Unit Sector	Common technical (COT)

Elements	Performance Criteria
Elements describe the essential outcomes.	*Performance criteria describe the performance needed to demonstrate achievement of the element.*
1. Prepare for orders and despatch	1.1 Read and interpret product orders and consignment documentation and where required check with appropriate person 1.2 Plan and schedule despatch sequence in line with organisational procedures 1.3 Identify workplace hazards and apply control measures following workplace safety and environmental requirements 1.4 Select, fit and use personal protective equipment (PPE)
2. Process orders	2.1 Use safe manual handling techniques when selecting and processing goods to avoid personal injury 2.2 Select and compile products in line with product order documentation 2.3 Check products using product knowledge, labels and other identification systems 2.4 Wrap finished product to avoid damage during transportation 2.5 Avoid wastage of packaging materials by reusing or recycling materials and offcuts 2.6 Check order against despatch schedule and product order documentation 2.7 Sort and consolidate compiled orders following organisational procedures
3. Despatch products	3.1 Complete records for despatch and product movement 3.2 Complete, attach and check load labels and documentation 3.3 Organise loading following organisational procedures 3.4 Explain transportation requirements to driver 3.5 Update stock records in line with organisational procedures 3.6 Record order and despatch problems and report to appropriate person

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Reading	• Determine amount and volume of products from product order • Establish hazard control from safety and environmental documentation
Writing	• Complete accurate delivery information into dispatch and product movement records • Accurately record information on load and despatch labels • Compile simple reports about order and despatch problems
Oral communication	• Ask questions and actively listen to clarify contents of orders and consignment documentation • Provide clear and concise instructions, directions and information to delivery driver
Numeracy	• Determine volume and quantity from product order • Calculate product loads to attach load labels • Input accurate numerical data into stock records

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FWPCOT2XXX process orders and despatch products	FWPCOT2227 Process orders and despatch products	Application – changed grammar Performance Criteria – added workplace safety and grammar changes Foundation Skills – deleted planning and organising, problem solving and technology Performance Evidence – added volume and reviewed Performance Evidence and Assessment Conditions – reviewed and updated	Equivalent unit

Links	Companion Volumes, including Implementation Guides, are available at VETNet: https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=0d96fe23-5747-4c01-9d6f-3509ff8d3d47

TITLE	Assessment requirements for FWPCOT2XXX Process orders and despatch products

Performance Evidence

An individual demonstrating competency in this unit must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has safely and accurately processed orders and despatched products for two projects.

In doing this the individual has:
*   selected the correct quantity and quality of products
*   securely wrapped the products to prevent damage
*   consolidated and labelled products ready for dispatch
*   followed organisation procedures to complete despatch documentation and stock records

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:
*   product orders, consignment documentation and organisational policies and procedures
*   functions and capabilities of order and despatch software systems
*   storage layout and categories of finished products for a forest products factory setting
*   key features of the product range of the organisation
*   transport conditions for different types of products
*   packaging requirements to avoid damage
*   environmental protection practices for packaging products for despatch:
*   avoiding waste when wrapping and packaging
*   reusing recycled materials on hand
*   disposing of and recycling wrapping and packaging materials
*   processing orders and despatching products including:
    *   completion of required documentation and labelling
    *   communication reporting lines
    *   recording and reporting order and despatch problems
*   workplace safety:
    *   use of assistive equipment to shift heavy items
    *   hazardous manual tasks
    *   risk assessment

Assessment Conditions

Assessment of the skills in this unit of competency must take place under the following conditions:
*   physical conditions:
    *   skills must be demonstrated in the workplace or an environment that accurately represents workplace conditions
*   resources, equipment and materials:
    *   sufficient and appropriate products for dispatch
    *   personal protective equipment
    *   load and product labels
*   specifications:
    *   workplace safety and environmental documentation
    *   organisational policies and procedures
*   relationships:
    *   persons to confirm product orders, consignment and report dispatch issues and provide transportation requirements to.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

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